Southeast Regional Dental Command

OCONUS TRICARE Dental Plan and the Role of the Southeast Regional Dental Command

Agencies Involved in the OCONUS TRICARE Dental Program

- TRICARE Management Activity
- TRICARE Lead Agent (TLAC)
- International SOS
- Southeast Regional Dental Command
- United Concordia Companies, Inc.
- MMSO (Active duty only)

SERDC – What We Do

- Dental Consultant
- Advisor
- Protector
- Gatekeeper

SERDC - Responsibilities

- Review treatment plans
- Review standard of care being provided
- Determine appropriateness of treatment
- Determine adequacy of care
- Confirm qualifications of HNP
- Confirm quality of care available

Selecting a Host Nation Provider

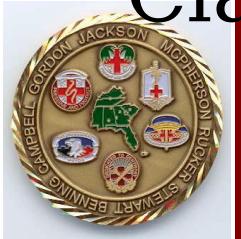
- ISOS Provider List
- TLAC Provider List

OCONUS Host Nation Providers (Active Duty Personnel)

- Must select from approved list
- Must obtain preauthorization for care >$500
- May be required to receive care at nearest military facility

OCONUS TDP Providers (Family Members)

- General Dentistry: May select from any qualified HNP who accepts TDP terms and fees
- Orthodontics: Must use bona fide Orthodontist on the ISOS provider list
- Claims are administered by UCCI



OCONUS TDP Benefits

- TMA
- UCCI

OCONUS TDP Benefits

- “TDP benefits, limitations, and exclusions are the same for both CONUS and OCONUS… In certain circumstances, some covered services may be unavailable from OCONUS host nation dentists due to that country’s standards of dental practice.”

  -- TDP Handbook, p. 9

Purpose of the Review and Preauthorization Process

- Standard of care outside the U.S.
- Dental training of HNPs
- Inappropriate care and fraud
- Infection control standards
- Dental materials and pharmaceuticals

Misperceptions of Military Beneficiaries OCONUS

- Dentistry is practiced the same way OCONUS as it is in the U.S.
- Quality of training and materials
- Preauthorization is unnecessary
- Review process hinders timely approval
- Patients have the right to choose to receive a lower standard of care by any HNP

Safeguards in the U.S.

- Dental School Accreditation by the ADA
- State Dental Licensing Boards
- State Boards of Dentistry and Health
- FDA
- OSHA
- U.S. Justice System
- Federal/State Consumer Protection Laws

Requirements for Preauthorization (Active Duty Personnel)

- Diagnosis
- Complete treatment plan
- X-ray (bitewing and/or periapical)
- Panograph or other radiograph as needed
- Photograph (if needed)
- Dental casts (models) as needed
- Complete administrative information

Requirements for Preauthorization (Family Members/Orthodontics)

- Complete diagnosis
- Complete treatment plan
- Panograph
- Cephalograph with tracings
- Clinical photographs (intra and extraoral)
- Orthodontic models (properly trimmed)
- Complete administrative information

Common Problems

- Family Member is not enrolled in TDP before receiving dental treatment
- Family Member receives Orthodontic care without preauthorization
- Active Duty Personnel receive dental care greater than $500 without preauthorization

Common Problems

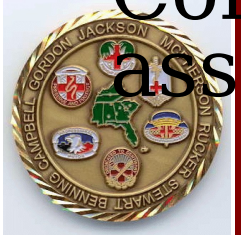
- Incomplete administrative information
- Diagnosis is insufficient, inaccurate, or incomplete
- Treatment plan is inadequate or incomplete
- Dental radiographs or photographs are missing or not of diagnostic quality
- Dental models are missing, not of diagnostic quality, or not trimmed properly

Common Problems

- Treatment is unnecessary or inappropriate
- Treatment is fraudulent
- Treatment represents unnecessary risk
- HNP refuses to submit diagnostic materials
- HNP not qualified to perform procedure
- No qualified HNP available in area

What We Ask of Our OCONUS Military Beneficiaries

- Understand the complexity of the situation
- Think of the review process as another form of “Force Protection”
- Know that you are “at risk” -- so be careful
- Be a wise consumer
- Contact us directly if you need assistance



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